Notice of References Cited

Applicant/Patent Harrison	Application/Control No. 08/919,450			
Examiner	Art Unit			
Cuong H. Nguyen	3625	Page 1 of 1		

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY¹	Name	Clas	sification ²
x	A	5,764,953	6/09/98	Collins et al.		
x	В	5,761,278	6/02/98	Pickett et al.	379	90.01
x	С	5,737,728	4/07/98	Sisley et al.	705	8
x	D	5,623,404	4/22/97	Collins et al.	705	9
x	Ε	5,590,269	12/31/96	Kruse et al.	705	9
x	F	5,572,438	11/05/96	Ehlers et al.		
x	G	5,467,268	11/14/95	Sisley et al.	705	9
x	н	5,377,259	12/27/94	Butler et al.	379	93.25
	1	6,272,467	8/2001	Durand et al.	705-	26
	J	5,197,004	3/1993	Sobotka et al.	705	1
	к					
	L					
	М					

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY ¹	Country	Name	Classification ²
	N					
	0					
	Р					
	a					
	R					
	s					
	Т					

NON-PATENT DOCUMENTS

*		Include, as applicable: Author, Title, Date, Publisher, Edition or Volume, Pertinent Pages
	U	
	v	
	w	
	x	

^{*} A copy of this reference is not being furnished with this Office action. See MPEP § 707.05(a).

 $^{^{\}rm 2}$ Classifications may be U.S. or foreign.

Notice of References Cited

Applicant/Patent	Application/Contro		
Harrison	08/919,450		
Examiner	Art Unit		
Cuong H. Nguyen	3625	Page 1 of 2	

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY ¹	Name	Classification ²
	А				
	В				
Г	С		<u> </u>		
	D				
	E				
	F				
	G				
	н				
	ı				
	J				
	К				
	L				
	М		_		

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification ²
	N					
	0					
	Р					
	a					
	R					
	s					
	τ					

NON-PATENT DOCUMENTS

*		Include, as applicable: Author, Title, Date, Publisher, Edition or Volume, Pertinent Pages
×	U	Collins et al., "Automated Asignment and Scheduling of Service Personnel" IEEE Expert, Vol.9, No.2, April 1994, pp. 33-39.
×	v	J.E. Collins and E.M. Sisley, "Al in Field Service: The Dispatch Advisor" in Workshop Notes, Al in Service and Support: Bridging the Gap Between Research and Applications, 11th National Conf. on Al, Wash. DC., Jul. 11-15, 1993, pp. 26-37.
x	w	T. Dean and M. Boddy, "An Analysis of Time-Dependent Planning" in Proc. of the 7th National Conf. of Al" A.A.A.I., 1988, pp.49-54.
×	x	E. Ghalichi and J. Collins, "The Dispatch Advisor-Merging Optimization and AI Technologies to Dispatch Service Technicians," in Proc. Workshop on AI for Customer Service & Support, 8th IEEE Conf. on AI Applications, Monterey, California, March 3, 1992, pp

^{*} A copy of this reference is not being furnished with this Office action. See MPEP § 707.05(a).

¹ Dates in MM-YYYY format are publication dates.

² Classifications may be U.S. or foreign.

Notice of References Cited

Applicant/Patent Harrison	Application/Contro 08/9	l No. 19,450
Examiner Cuong H. Nguyen	Art Unit 3625	Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Clas	ssification ²
	A					
	В					
	С					
	D					
	E					
	F					
	G					
	Н					
	1					
	J					. == -
	К					
	L					
	М					

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY ¹	Country	Name	Classification ²
	N					
	0					
	Р					
	a					
	R					
	s					
	Т					

NON-PATENT DOCUMENTS

*		Include, as applicable: Author, Title, Date, Publisher, Edition or Volume, Pertinent Pages
x	U	A. V. Hill, "An Experimental Comparison of Dispatching Rules for Field Service Support", Decision Sciences, Vol.23, No.1, Winter 1992, pp. 235-249.
x	v	P. Prosser, "A Reactive Scheduling Agent" in Proc. of the 11th International Joint Conf. on Al, Detroit, Michigan, Aug. 20-25, 1989, pp. 1004-1009.
x	w	J. Tsitsiklis, "Special Cases of Traveling Salesman and Repairman Problems with Time Windows," Report LIDS-P-1987, Massachusetts Institute of Technology, June 1990, pp. 1-23.
×	x	Hill et al. "SCAT & SPAT: Large-scale computer-based optimization systems for the personnel assignment problem" in Decision Sciences, Vol.14, No. 2, April 1983, pp.207-220.

^{*} A copy of this reference is not being furnished with this Office action. See MPEP § 707.05(a).

 $^{^{2}}$ Classifications may be U.S. or foreign.